

WAREHOUSE WORKER ROLE

Role Summary

The Warehouse Worker Role consists of three grade levels (Blue Collar 6,7 and 9). Incumbents are responsible for loading and unloading merchandise from trucks and other material conveyances; maintaining warehouse equipment; checking and repacking liquor shipments; and preparing and/or processing a variety of documents related to shipping, acquisition and inventory of supplies. This involves the utilization of computers and related hardware for management of warehouse inventories. Incumbents also assist with storage and arrangement of stock, space utilization, and keeping the warehouse facilities in an organized and clean condition. Primary contacts are with the division administrator and warehouse foreman.

Working Conditions

The demands of this position routinely include meeting critical deadlines and managing a heavy workload. Requires the physical ability to lift and carry 90 pound pallets and 60 pound boxes, work in uncomfortable physical positions, and stand on hard surfaces; and working with and around moving equipment and hand tools. Safety issues involve continuous care to prevent injury to others due to the inherent hazards of the work.

Education and Experience

- Blue Collar Grade 6: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school or GED certificate and six months of experience in warehouse and shipping, merchandise handling, equipment operations, or equivalent. Other combinations of skill and ability will be considered on an individual basis.
- Blue Collar Grade 7: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school or GED certificate and 1 year of experience in warehouse and shipping, merchandise handling, equipment operations, or equivalent. Other combinations of skill and ability will be considered on an individual basis.
- Blue Collar Grade 9: competencies and degrees of proficiency are typically acquired through a combination of education and experience equivalent to graduation from high school or GED certificate and 2 years of experience in warehouse and shipping, merchandise handling, equipment operations, or equivalent. Experience in scheduling work, assisting with performance appraisals, and recruitment/selection activities is preferred. Other combinations of skill and ability will be considered on an individual basis.

Department Core Competencies

In addition to the role specific competencies, there are four, department core competencies that all employees are expected to successfully achieve. These are:

- *Interpersonal Skills:* Builds constructive and effective relationships with internal and external customers and is committed to meeting customer needs in a timely and accurate manner. Listens actively and attentively and demonstrates an appreciation of other perspectives. Builds the appropriate rapport required to do business. Openly demonstrates an understanding of and respect for the value of co-workers' contributions to the department mission.

- *Decision-Making and Accountability:* Considers the department's vision, mission, and values in making decisions and taking actions. Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the departmental business plan or management direction. Uses a combination of analysis, experience, and sound judgment that results in fairness and consistency, while being accountable for actions. When serious ethical issues are at stake, takes all necessary actions.
- *Commitment to Continuous Improvement:* Ability and willingness to continually seek greater efficiency in agency programs, is results driven, and meets changing requirements in work or direction. Adapts to changing conditions and work responsibilities. Accepts constructive criticism and suggestions and uses them to improve performance.
- *Personal and Work Ethics:* Creates own measures of excellence, and practices what he/she promotes. Sets goals that provide challenges and measures goal attainment regularly. Displays a contagious optimism about the work to be done. Goes beyond traditional ways to address issues despite obstacles or resistance. Is able to generate ideas, fresh perspectives, and original approaches and engages in open-minded thinking. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others to improve the performance necessary to achieve success. Reflects a belief that the results achieved are a direct result of his/her personal decisions and actions.

Grade Levels

Each grade level lists the essential duties that describe work performed 50 percent or more of the time (predominant work). Established work plans identify day-to-day tasks.

Blue Collar Grade 6 (Warehouse Worker or Maintenance Worker)

Predominant / Essential Duties

Warehouse Worker

- Routinely load and unload merchandise from trucks.
- Assemble liquor store orders from a picking list on a 40 x 48 pallet.
- Prepare and process a variety of documents related to shipping, acquisition, and inventory of supplies, materials, and equipment.
- Locate and stack unloaded merchandise in appropriate storage spaces identified by code numbers.
- Operate electric order selector.
- Assist in re-coopering damaged cases of liquor.
- Operate computers and related hardware for management of warehouse inventories.
- Assist in warehouse inventory and arrangement of stock, space utilizations, materials protection and security.
- Operate an electric pallet truck.
- Operate electric forklift when needed.

Maintenance Worker

- Repair and maintain warehouse equipment (pallet jacks, forklift, etc.) by lubricating, adding hydraulic fluid, changing parts, adjusting machinery, etc.
- Repair pallets.
- Maintain a clean and safe work area.
- Sweep floor and take out garbage.

Blue Collar Grade 7 (Repacking/Checker)

Predominant/Essential Duties

- Repack and prepare for shipment damaged liquor shipments received from the central liquor warehouse and damage to liquor occurring in the warehouse.
- Check accuracy of assembled orders before shipment.
- Re-cooper and prepare for shipment any part cases ordered by liquor stores.
- Prepare and process a variety of documents related to shipping, acquisition, and inventory of supplies, materials, and equipment.
- Operate an electric pallet truck.
- Operate electric forklift when needed.
- Operate computers and related hardware for management of warehouse inventories.
- Assist in warehouse inventory and arrangement of stock, space utilizations, materials protection, and security.

Blue Collar Grade 9 (Floor Leader)

Predominant/Essential Duties

- This level is a lead worker and assists with scheduling work, performance appraisals, and recruitment/selection activities.
- Assist with or perform the unloading and warehouse storage process as needed.
- Assure that both receiving and shipping schedule requirements are being met.
 - Check receiving documents to assure correct products and amounts of each product are received.
 - Sign off on the bill of lading confirming the accurate match between the bill of lading and the product amounts received and note on the bill of lading any damaged or broken cases or any other discrepancies.
- Have merchandise placed in a designated area until the complete load is checked and the bill of lading is signed off.
- Have products separated on pallets for proper placement in warehouse storage.
- Confirm that each product case is properly marked with the Liquor Division approved code number or has improperly coded cases marked correctly.
- Post the correct warehouse location number on each pallet for storage in a warehouse locator area.
- Have damaged or broken cases removed from storage pallet.
- Have locator-coded pallets moved from the temporary receiving area to the permanent warehouse locator area after the bill of lading is signed off.
- When clerical help is not available and other duties permit, prepare receiving logbook.
- Assign location line number for staging store orders in the shipping stage area.
- Notify each freight company about order and case amounts to be picked up at the warehouse. Notice will be within lead-time requirements specified by the supervisor. Freight companies will be those that the supervisor has listed as eligible shippers per shipping route schedule.

Warehouse Support Functions:

- Operate an electric pallet truck.
- Operate electric forklift when needed.
- Rotate stock at least quarterly to assure most recent supply and assign personnel to assist while assuring that both receiving and shipping schedules and requirements are being met.
- Participate in and direct personnel in the scheduled physical count of inventory according to established procedures and assist in the reconciliation of the inventory count with accounting records.

- Keep informed about the maintenance of equipment and notify the foreman when repairs/replacements are needed.
- Assure that work safety rules are being followed and make recommendations to management to achieve better safety.
- Provide recommendations in the development of warehouse policies.

In the absence of the Warehouse Foreman:

- Assign personnel to unload incoming trucks.
- Assign personnel to work on special projects.
- Respond to notification of a security breach. Meet security personnel at the warehouse and remain at the warehouse until the breach is secured or determined not be a threat to the security of the inventory.
- Assign duties to other personnel when extra help is needed to maintain receiving and shipping schedules and requirements.
- Open and close the warehouse on the schedule established by management and for this purpose maintains and secure keys to the warehouse storage area.
- Maintain control of the operation of the warehouse and crew.
- Repack damaged cases and assign personnel to assist while assuring that both receiving and shipping schedules and requirements are being met.

Competencies and Degrees of Proficiency

The Competency/Proficiency Chart identifies the role specific competencies, degrees of proficiency, and guidance required for each grade level. Role specific competencies describe the knowledge, skills, and abilities required to perform the essential duties. The degrees of proficiency indicate the difficulty and/or complexity level of the tasks and assignments.

Competency/Proficiency Chart – Warehouse Worker Role

Competencies	Blue Collar Grade 6 Under Guidance	Blue Collar Grade 7 Under Guidance	Blue Collar Grade 9 Minimal Guidance
Proactively focus efforts and energy on successfully attaining goals and objectives, assuming accountability for decisions, actions, and results. Follow issues through to completion.	C	C	C
Demonstrated skill and ability to stock, move, arrange and rotate warehouse items in accordance with standard operating procedures.	C	C	C
Demonstrated skill and ability of warehouse documentation requirements, methods, procedures and techniques.	B	C	C
Demonstrated knowledge and skill related to safe handling, storage, and movement of materials handled.	C	C	D
Demonstrated ability to prepare and complete forms related to stock description, quantity, and labeling for incoming and outgoing supplies, materials, or equipment.	B	C	C
Demonstrated skill and ability to operate manual dollies, manual platform lifts, pallet jacks, hand trucks, and hand tools used in warehouse operations.	C	C	C
Demonstrated skill and ability to identify obvious damage of equipment and materials through visual inspection.	B	C	D
Demonstrated knowledge and skill of word processing, spreadsheet, database, and software applications/programs relative to the role.	A	A	B
Demonstrated knowledge and ability in basic math skills (addition, subtraction, multiplication, division).	A	A	B
Demonstrated ability to provide timely and effective written, oral, and interpersonal communication.	A	A	B
Demonstrated ability to mentor team members.	A	A	B
Demonstrated ability to work with others in a positive manner.	B	B	B

Degree of Proficiency

A: A degree of knowledge, skill, or ability commensurate with elementary-level tasks and assignments.

B: A degree of knowledge, skill, or ability commensurate with intermediate-level tasks and assignments.

C: A degree of knowledge, skill, or ability commensurate with advanced-level tasks and assignments.

D: An advanced degree of knowledge, skill, or ability commensurate with considerable experience and the application of the competency to non-standard tasks and assignments.

E: The most advanced degree of knowledge, skill, or ability, evidencing complete mastery and understanding of the subject.